IGAP in Action

Working Through The In-Box

Part III

Complainants Are Waiting

Assistance Part 3

- **Two ladies just walked in, with kids in tow, and they do not look happy!!!**
- **What should we do?**
  - **Execute an about face and depart the AO**
  - **Pretend you entered the wrong room**
  - **Pass them off to another IG in the office**
  - **Escort them to separate rooms and begin the interview process**

Mrs. Virginia Jones

Walk-In

Assistance Part 3

STEP 1: Receive the IGAR

- ***Hello Mrs. Jones, I'm MAJ Britton. How may I help you?***
- **"My husband, who is stationed here, walked out on me and the kids a month ago today, and he is not supporting us. We live in an apartment off-post. I work at Burger King and make barely enough to pay for the rent."**

[Luckily, the two kids are sleeping]

Receive the IGAR, cont'd

Assistance Part 3

- ***What do you want the IG to do for you?***
- **"I need your help in getting him to pay me something. He should not be allowed to do this to us."**

- ***What is your husband's name, rank, SSN, and unit?***
- **"His name is SFC Ricky Jones. He's assigned to C Battery, 4-60 Field Artillery."**

Still Receiving the IGAR

Assistance Part 3

- ***Have you requested assistance from anyone else? The commander?***
- **"I do not know who else I can go to."**

- ***Are your basic needs taken care of? Do you have a place to stay and food to eat?***
- **"This is not an emergency yet, but the cable bill is due and I can't pay it."**

Assistance Part 3

STEP 2: IG PA

- **Issue: Request assistance to get support**
- **IG Appropriate? No**
- **Add case into IGARS Database-Next Week during EPE's**
- **Acknowledge receipt: In person**
- **Course of action: Assistance inquiry-Referral to Chain of command**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Refer Mrs. Jones to her husband's company commander. Family support is a commander's issue**
  - **We can coordinate an office call with the company commander**
  - **Since the chain of command is working an issue first brought to the IG, we keep our case open to monitor (AR 20-1, para 4-6a)**

- **Make a note for 12 days from now**
- **If company commander doesn't respond, get the battalion commander involved**

STEP 4: IG Fact Finding

Assistance Part 3

- **We provided assistance by notifying the company commander, who is completing his / her requirements IAW AR 608-99. We will wait for his / her response (within 14 days).**

STEP 5: Notification of Results

Assistance Part 3

- **SFC Jones' company commander faxed us a copy of his letter to Mrs. Jones. It included:**
  - **Money order for this month's Basic Allowance for Housing (BAH)**
  - **Copy of a start allotment form effective this End Of Month (EOM) for the amount of SFC Jones' BAH**

Assistance Part 3

STEP 6: Follow Up

- **Follow up at EOM to see if Mrs. Jones received money.** ***(Ensure issues were thoroughly addressed and ensure all IG responsibilities are fulfilled)***

  - **Remember, an allotment can be stopped as easily as it was started.**

STEP 7: Close the IGAR

Assistance Part 3

1. **Provide Mrs. Jones a final reply**

2. **Close the file in IGARs database**
   - **Function code ZD5 - Nonsupport of family**
   - **Agency / Command Code OTR - Fort Von Steuben**
   - **Determination Code A - Assistance**

3. **Make appropriate reports**

4. **Analyze developing trends**

Anonymous

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***FVS IG Office. This is MAJ Britton. How may I help you?***
- **"I want to report fraud, waste and abuse. The golf course people are draining the pond supposedly to clear the drain. But they're really doing it to retrieve the golf balls so they can sell them in the clubhouse. I bet it costs more to drain the pond than they profit from selling crappy soggy balls."**

Assistance Part 3

STEP 1: Receive the IGAR (cont)

- ***Who's this please?***
  "I'm not giving you my name."

- ***What do you want the IG to do for you?***
  "I report this every year, and they continue to do it. Just do your freaking job, I'll be watching.". . .click

Assistance Part 3

STEP 2: IG PA

- **Issue: Complaint about Moral Welfare Recreation (MWR) activity**
- **IG Appropriate? Yes**
- **Add case into IGARS Database-Next Week during EPE's**
- **Acknowledge receipt: On the phone before the complainant hung up**
- **Course of action: Assistance Inquiry**

Assistance Part 3

STEP 3: Initiate Referrals and Make Notifications

- **Referral?**
  - **No such luck.**
- **Notification?**
  - **Assistance, not Investigative Inquiry.**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Call the golf course manager.**
- ***This is MAJ Britton from the FVS IG Office. I see you're draining the pond by the 8th hole.***
- **"This is annual preventative maintenance. We must clear the drain so that the pond doesn't overflow onto the roadway during flash floods. This is a facilities engineer concern, since the road is along the post main entrance."**

STEP 4: IG Fact-Finding

Assistance Part 3

- ***You must recover a lot of golf balls, most of them mine. Ha Ha. What do you do with them?***
- **"Well, since we're MWR, we have to make a profit in order to pay our staff and stay in business. We sell the used balls in the clubhouse for a nominal fee. Every little bit helps."**
- ***The facilities engineer verified this information.***

Assistance Part 3

STEP 5: Make Notifications of Results

- **None - anonymous**

Assistance Part 3

STEP 6: Follow Up

- **Can't follow up with anonymous complainant. (Review your case to *ensure that all issues were addressed and that all IG responsibilities are fulfilled prior to closing the case*)**

- **Suggest Public Affairs Office (PAO) put article in post newspaper about golf course annual maintenance and MWR system**

STEP 7: Close the IGAR in IGNET

Assistance Part 3

- **Can't provide an anonymous complainant a final reply**

- **Close the case in the IGAR Database**
  - **Function code QP - Issues regarding Morale, Welfare, and Recreation (MWR) programs and facilities**
  - **Agency / Command Code OTR - Fort von Steuben**
  - **Determination Code A - Assistance**

- **Make appropriate reports**

- **Analyze for developing trends**

Slot 3

LTC Mustang

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***Hello, LTC Mustang. I'm MAJ Britton. How may I help you, Sir?***
- **"MAJ Britton, I was an IG at Fort Von Steuben from Jun 20XX thru May 20XX. I was told that my Meritorious Service Medal (MSM) Was approved as an end of tour award and It would be mailed to my next duty station, but I have not received it. My current duty address is 5500 21st Street, Fort Belvoir, VA 22060 and my duty phone is DSN 655-3330**

STEP 1: Receive the IGAR

- ***What do you want the IG to do for you?***
  "Can you help me track down my award?"
- ***Who else have you asked to help you?***
  "No one."

STEP 2: Conduct IG PA

Assistance Part 3

- **Issue: Soldier wants end of tour award**
- **IG Appropriate? Yes**
- **Add case into IGARS Database-Next Week during EPE's**
- **Acknowledge receipt: In person**
  - **Sir, I got. it I'll get back to you.**
- **Course of action: Assistance Inquiry**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Referrals?**
  - **No**
- **Notifications?**
  - **Assistance Inquiry**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Contact G-1. He stated that he had a copy of the orders awarding an Meritorious Service Medal (MSM) to**

  LTC Mustang. He stated that the original certificate has been forward to 5500 21st Street, Fort Belvoir, VA 22060 on September 25, 20XX.

Assistance Part 3

STEP 5: Make Notifications of Results

- **The next day, the G-1 calls to say that he checked with the unit where he mailed the end of tour award and discovered that the unit's personnel NCO had it in his possession.**

- **As we hang up the phone, SFC Durango called to inform you that he just spoke with LTC Mustang and informed him that the commander will make the presentation of his award in the am.**

Assistance Part 3

STEP 6: Follow Up

- **You call LTC Mustang two days later to see if he had received his award. *(Ensure issues were thoroughly addressed and ensure all IG responsibilities are fulfilled)***

STEP 7: Close the IGAR in IGNET

Assistance Part 3

- **You send LTC Mustang a final written response**
- **Close the case in the IGAR Database**
  - **Function code Agency NM - Award and Decorations**
  - **Command Code OTR - Fort von Steuben**
  - **Determination Code A - Assistance**
- **Make appropriate reports**
- **Analyze for developing trends**

Quiz Preparation

Assistance Part 3

For a nominal fee

(major credit cards accepted

I provide all the answers to th

Assistance Quiz on Day 7.

For details go to:

www.you-can-be-an-IG-2.com

Questions?